OWA User Guide

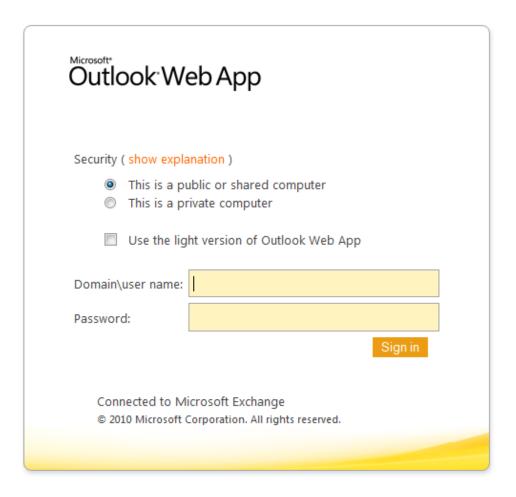
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1. Basic Functionality of Outlook Web Access

How to Login to Outlook Web Access (OWA)

To access OWA, click on this link: https://webmail.state.vt.us or type the URL into your web browser.



Enter [domain]\[username] and password, as shown in screenshot below, then hit Enter or click Sign in.

User Name: enter your [home domain]\[network username] i.e. vsms\john.doe, or ahs\jane.doe

Password: enter your domain password – this is the password that you login to your workstation with.

NOTE: Username may differ depending on your network naming conventions.

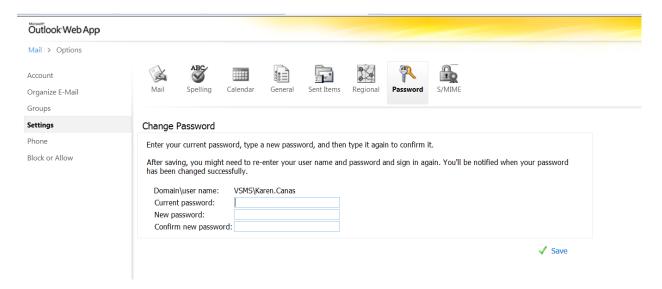
If you need further assistance, contact your helpdesk or your technical support contact.

Change Password

Click on option top right corner - Change your password



Click on Options, then Change Password



Mail

Within the folder tree, there is enhanced drag and drop functionality from the mail list. You can drag and drop single or multiple items from the mail list into folders and interact with those items by right clicking and choosing actions within the menus. If you have items that are vaulted you can drag and drop them within your own mailbox, but you must open and forward or restore to move them to another mailbox.

Integrated Notifications

Forwar Cohen, Howard
Enterprise Vault

Notifications of new mail drop down from the folder title

next to the Help icon (instead of a pop-up on the Window's Taskbar). They remain for 5 seconds before disappearing.



From the mail module toolbar, a user can:

Change the mail list to single-line view instead of the default multiple-line view.



Adjust the "Reading Pane" that's shown on the right by default. Options include Off, Right and Bottom.



area

Delete Items

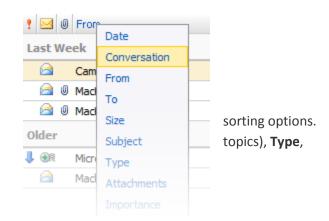


Move or Copy to a folder



Arrange messages

Right-click on the **From, Subject, Received, Size...** toolbar to view more Types of sort include **Conversation** (shows threads of specific message **Attachments, Importance, Flag Due Date**, and **Flag Start Date**.



NOTE: When in multiple line view, the toolbar only displays "Arrange by", but still allows for custom sorting by right or regular clicking anywhere on the toolbar.

Composing Mail

NOTE: These features are also available to you when scheduling a meeting invitation in Calendar mode.

From within the **New Mail Toolbar** you can:

- Access messaging options to set importance, priority, and request receipts.
- Choose to format your message HTML or Plain Text.
- Use the HTML editor to change and color or add a hyperlink to a document.
- Click on the double-headed arrow font toolbar for more formatting options.

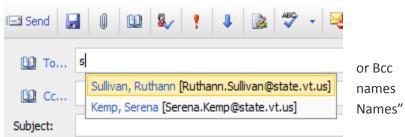


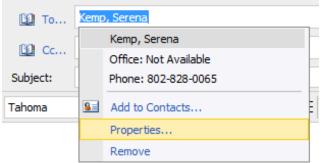
Full featured Address Book

This displays the Global Address List, Contacts, and Rooms (Resources), and is browseable and fully searchable.

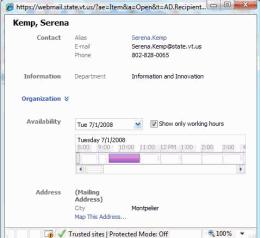
Auto-complete mail names

When you type the first letter of a mail name in the To, CC boxes, Auto-complete suggests possible matches based on you have typed previously. Or you can use the "Check icon.





Personal Properties - Right-click on a resolved name to view their properties, e.g. office location and phone number, where available.

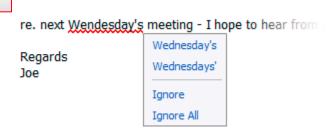


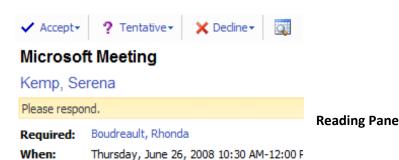
Updated 06/16/2014

Access or search the Address Book – at any time from the main OWA toolbar (see icon opposite); when composing mail, from the message window toolbar, or by clicking on the **To** or **Cc** button.

Display details – Click on an entry in the address book to display details for that person in the Reading Pane opposite. Details displayed include Calendar availability.

Spell check – Click on spell check after composing your mail to highlight misspelled words – simply right-click on a highlighted word to view alternative options.

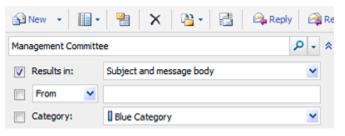




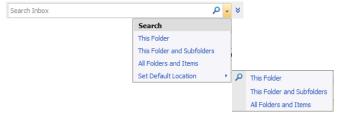
Buttons for responding to Calendar items (i.e. Accept, Tentative, and Decline) are now integrated into the Reading Pane of messages, so you don't need to double-click on an invite in order to respond.

Search

Find items in our mailbox quickly and simply via the integrated Click on the double-headed arrow to perform an advanced search.



search bar.



In the Mail module, **Search** is shown as one field above the mail list that will search across the currently selected folder or user-selected location provided by a drop-down menu.

NOTE: The integrated search is also available in Contacts and Tasks views.

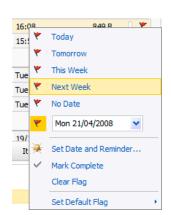
Attachments - Web Ready Document Viewing

Read Word, Excel, PowerPoint, or Acrobat attachments as web pages (HTML) – no need to have MS Office or Acrobat Reader installed on our computer. Click on the **[Open as Web Page]** link to quickly view the document in a web viewer. It is, of course still possible to Open or View an attachment in the usual way.

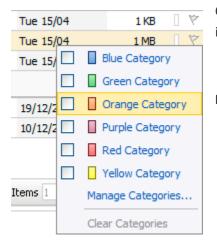
Message Flagging

Flags can now be associated with start dates for Tasks.

Right-click on a flag to view options.



Labeling (Categories)

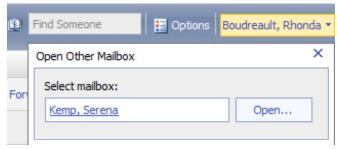


Click on the Categories icon (next to the flag) to color code messages, in addition to or instead of flagging.

NOTE: You can also categorize Calendar items, Contacts and Tasks.

Delegate Mailbox access

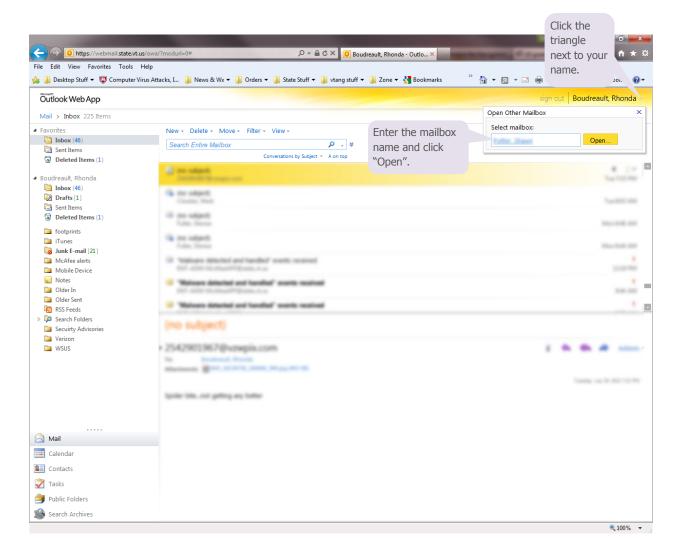
To open a shared mailbox, first click on your mailbox name on the top right of the OWA window then enter the name of the mailbox that has been shared with you in the **Open Other Mailbox** prompt. Click **Open...** The mailbox that has been shared with you will open in a new window.



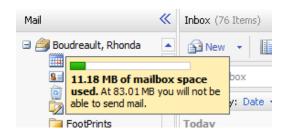
NOTE: You must be granted **Full Access** by another user in order to open their mailbox in OWA. This feature is therefore only of use to those who have Delegate access to another account, e.g. Pas.

Opening another user's mailbox

With Exchange 2010, you can select a mailbox to open from the GAL, and it "nests" into the left pane along with your default mailbox. OWA also remembers which mailboxes you opened and displays them when you log on the next time.



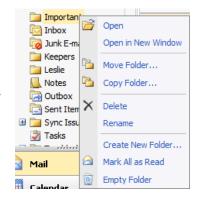
View mailbox size instantly



Hover mouse over your mailbox name to display the maximum allowed mailbox size and current usage.

The right-click folder

- Move Folder
- Copy Folder
- New folder
- "Mark All as
- "Empty



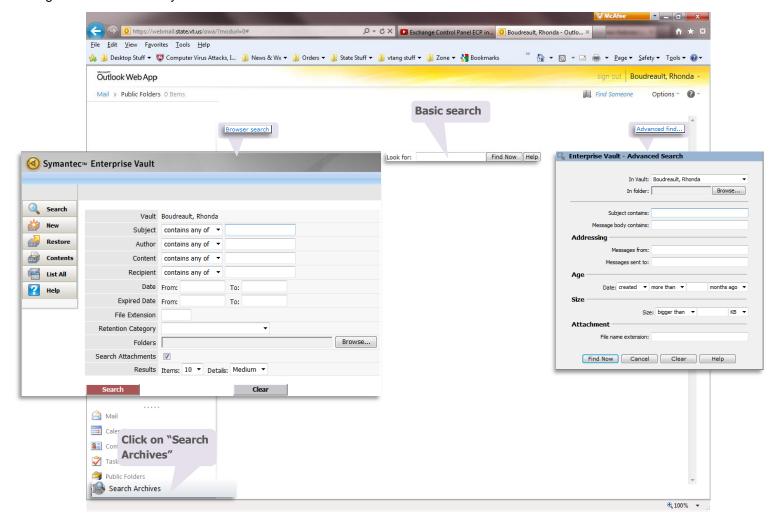
tree context menu now includes:

creation and in-place folder renaming Read" action for folders Folder" to delete all items in one click

NOTE: A new Option to empty the Deleted Items Folder on log off is also provided in the new Options pages.

Access to mailbox archives (Enterprise Vault)

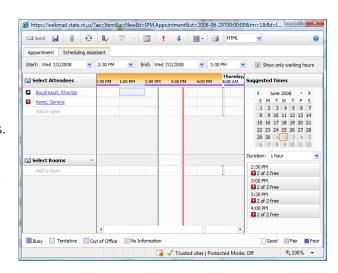
OWA 2010 allows users to access archived mailboxes from within the OWA interface so that you can get access to the archived messages no matter where you are.



Calendar

The Calendar has been completely redesigned with lots of added functionality and visuals:

- New calendar views for daily, weekly, and work week including a new Reading Pane preview available for all views so you don't have to double click to open an appointment to see the full details.
- Enhanced Date Picker with current date selection and view settings reflected for daily, weekly, and work week.
- "Smart" scheduling with integrated free/busy status indicators for each meeting invitee and meeting time.



How to view another user's calendar in OWA

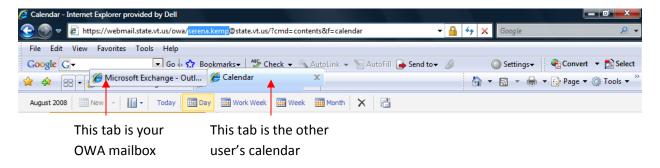
NOTE: In order to see the information of a user, this user must have given you the permission to share their information with you. You will not be able to make changes to the other user's information in Outlook Web Access, even if you have been granted rights to make changes. Other user's folders are opened in Outlook Web Access as "read-only" by default.

Once you are logged into OWA, open a new tab and type the following link address bar, changing user.name to the user whose calendar you wish to



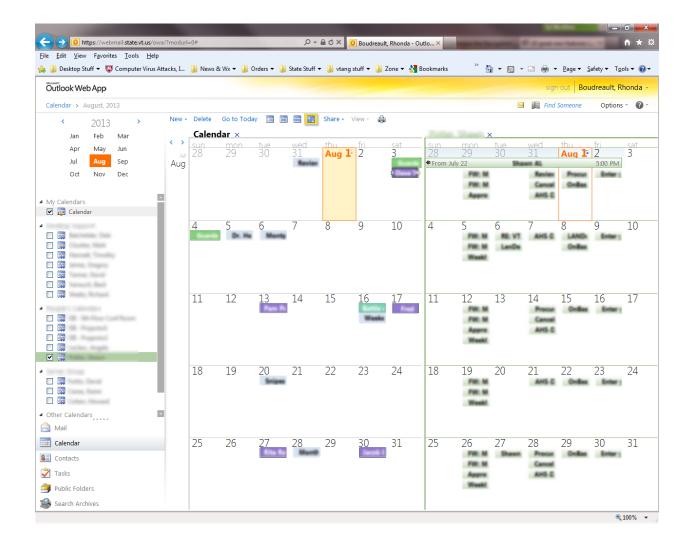
https://webmail.state.vt.us/owa/user.name@state.vtus/?cmd=contents&f=calendar

Tabs are only available if your Internet Explorer has been upgraded to version 7. To find out which version of IE you are running, from the internet toolbar, go to **Help** and choose **About Internet Explorer**. A dialog box will pop up with the version you are running. If you are running an older version of IE, follow the same directions above omitting the "open a new tab" step. Use your browser's back button to go back to your OWA mailbox.



Side-by-side calendars

Another feature is the ability to open up a shared calendar and view it side by side with your own calendar. This is invaluable if you need to make plans that include coordinating your schedule with someone else's. You can share your calendar with other users of your Exchange 2010 server.



Public Folders



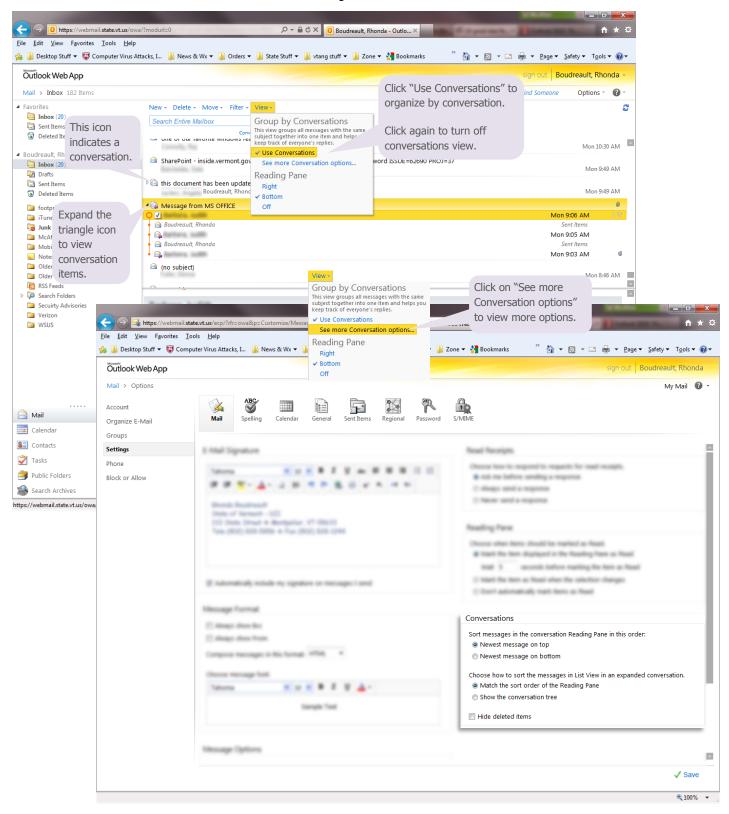
Public folders have been added to the OWA folder tree and can be accessed normally. Users can add, copy, move, delete and search just like an OWA folder.

NOTE: Public folders are not available in OWA Light.

2. New Features in OWA 2010

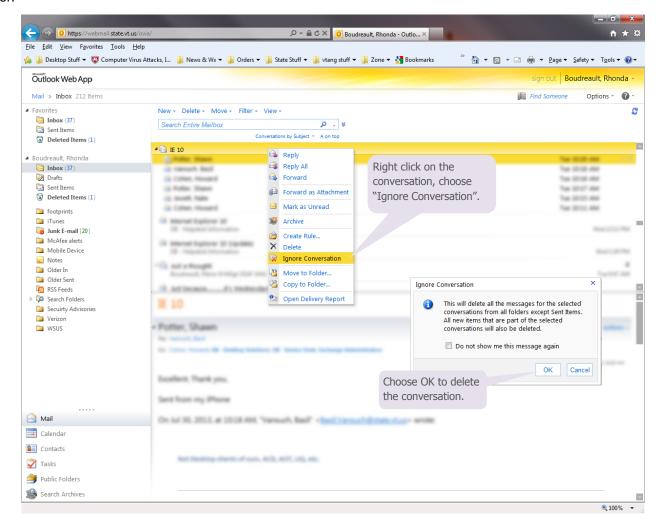
Conversation view

OWA 2010 provides the same conversation view and experience as Outlook 2010: By default, messages are displayed in threads so that all the messages on a particular topic are grouped. No more searching for a previous message to check what the response is referring to. When a new message in a thread comes in, the whole thread gets moved chronologically to the date/time of the new message. Conversation view has its benefits and drawbacks, but if you don't like it, you can turn it off. Just right-click Arrange By, scroll down to Conversations, and deselect Show Messages In Conversations.



Ignore option

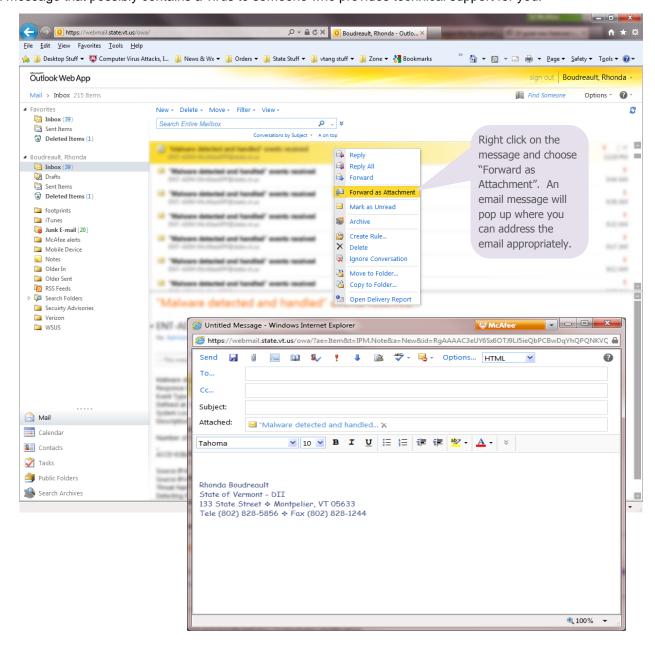
If you belong to mailing lists, you'll appreciate this new feature in Outlook 2010, which you also get with OWA 2010. Sometimes, the group will engage in discussions that don't interest you at all. Now you don't even have to see them. Just select Ignore Conversation from the action menu and any further messages in that conversation will be automatically deleted. This can be a real time-saver.



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Forward as an attachment

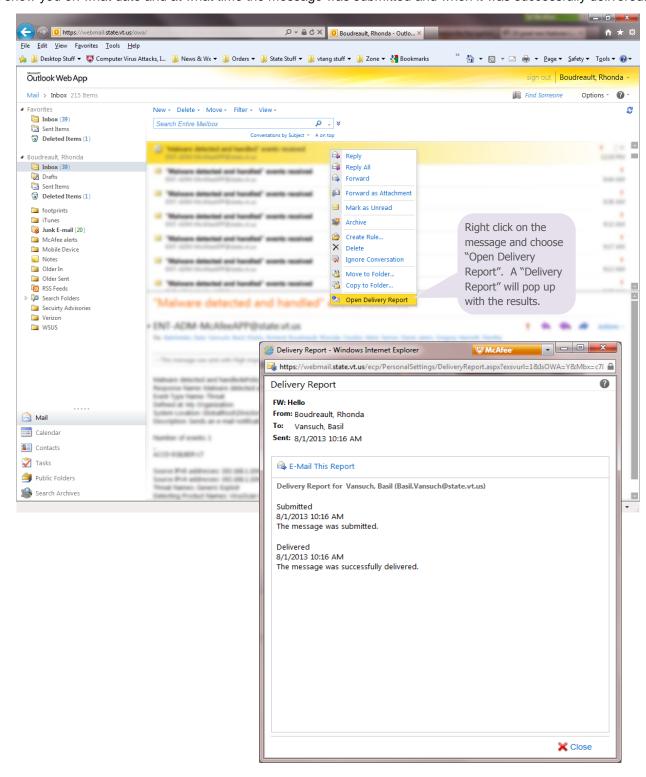
It's a little thing, but sometimes it's the little things that matter most. With OWA 2010, you can forward an email message as an attachment. This can come in handy if you need to forward a message to someone but don't necessarily want the person to open it immediately. You can create an original message where you can tell the person about the attachment -- or example, you might forward a message that possibly contains a virus to someone who provides technical support for you.



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Delivery report

Another new option on the action menu is Open Delivery Report. If you've ever sent an important email and then agonized over whether it got to the recipient, this feature will be one of your favorites. You can search for messages you've sent to a specified recipient, messages you've received from a specified recipient, or messages with specific words in the subject line. The delivery report will show you on what date and at what time the message was submitted and when it was successfully delivered.



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Same premium experience without IE

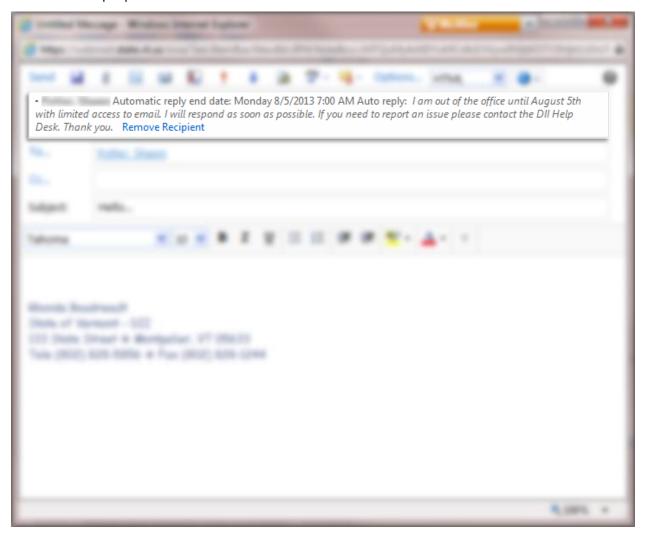
OWA 2010 supports the complete, premium experience on Mac OS X with Safari as well as with Firefox.

OWA is compatible with:



Integrated IM/presence information

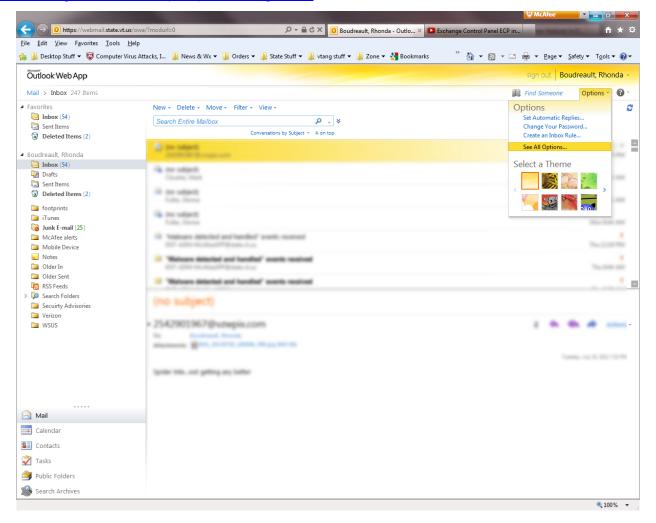
OWA 2010 integrates directly with Microsoft Office Communicator 2007 R2, allowing you to see the presence status (available, busy, away, etc.) of other users within your organization and even engage in a chat with them. You can also engage in multiple chat sessions with different people at the same time.



Exchange Control Panel (ECP)

Users can do more with the ECP, such as creating and managing distribution groups, tracking their own messages, setting up retention policies for their messages, and updating the property fields information in their Active Directory user accounts.

The Exchange Control Panel (ECP) in Exchange 2010



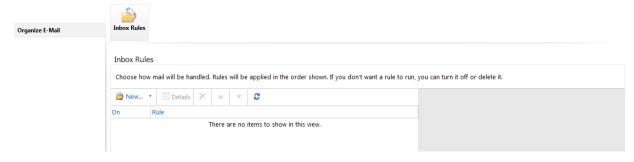
General Account Information

Account Information

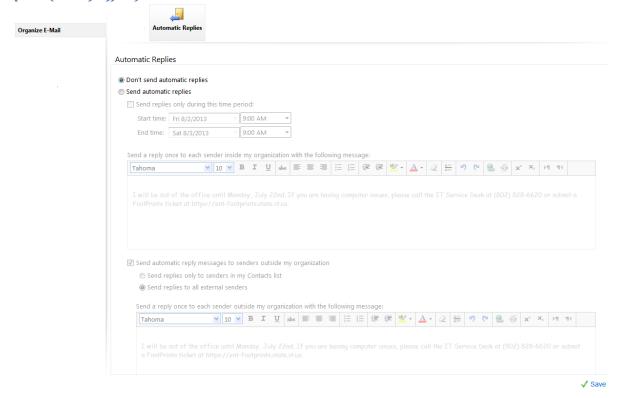


Organize E-Mail

Inbox Rules

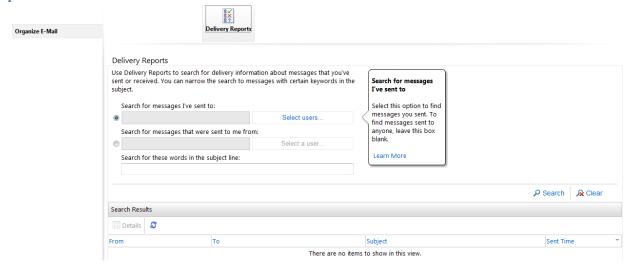


Automatic Replies (Out of Office)



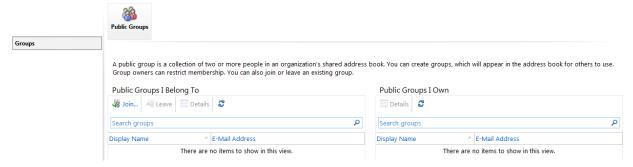
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Delivery Reports



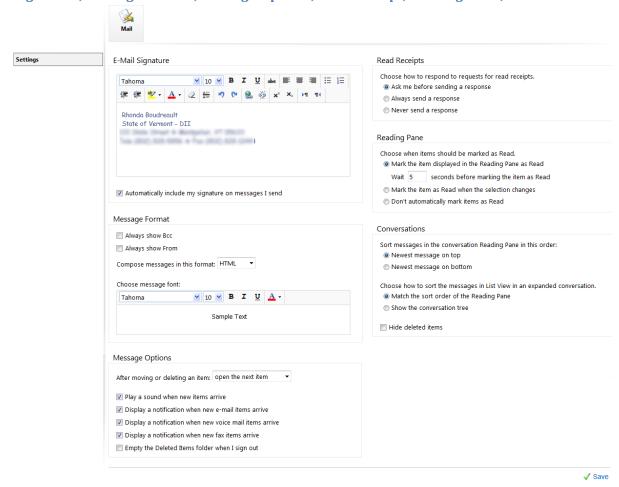
Groups

Public Groups



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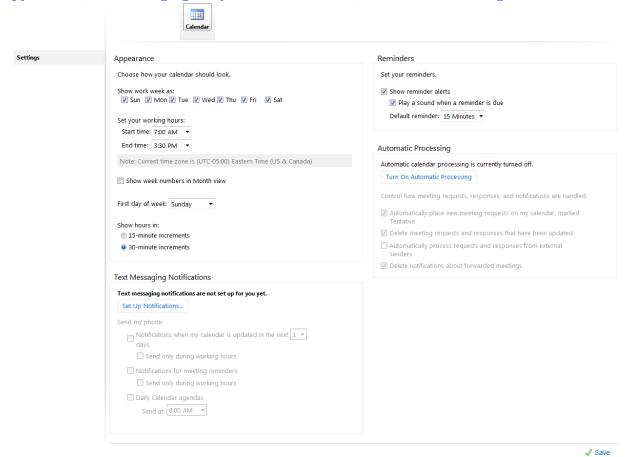
Mail - E-Mail Signature, Message Format, Message Options, Read Receipt, Reading Pane, Conversations



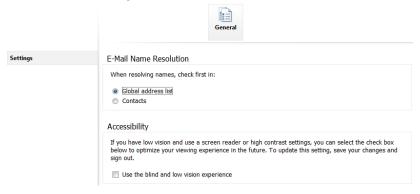
Spelling Options



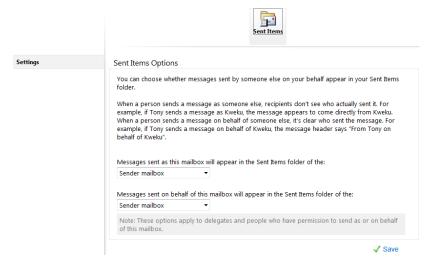
Calendar - Appearance, Text Messaging Notifications, Reminders, Automatic Processing



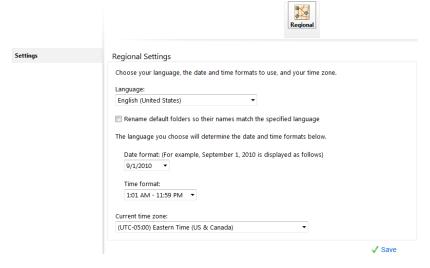
General - E-Mail Name Resolution, Accessibility



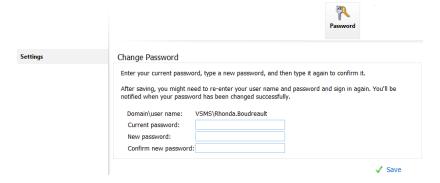
Sent Items Options



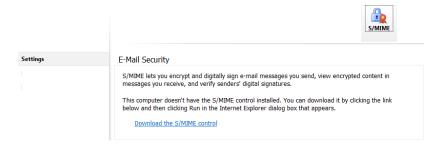
Regional Settings - Language, Date Format, Current time zone



Change Password

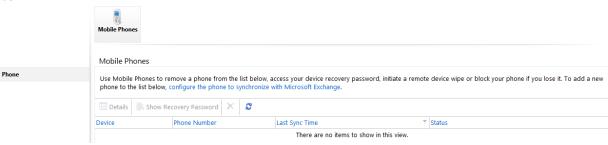


E-Mail Security

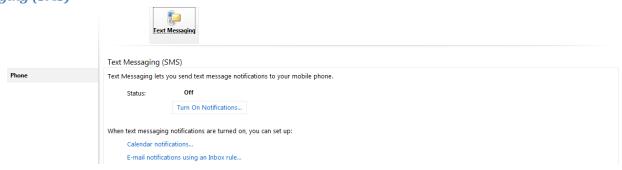


Phone

Mobile Phones



Text Messaging (SMS)



Block or Allow

Junk E-Mail Settings

